

Remote consulting and observation and feedback form

The purpose of this form is to record peer observation. It is based on the Cambridge-Calgary consultation model. The text in blue is highlighting the areas that are more specific for telephone consultation.

Scenario:

Date:

Competence task	Yes/No/Not relevant	Comments
Initiating the session:		
Student introduces themselves and gains initial rapport 3 point ID check Checks privacy/current location		
Identifies reason for the consultation		
Gathering information:		
Student obtains biomedical perspective of presenting problem and relevant medical history including red flags.		Any medical information missed?
Student elicits patient's perspective: ideas concerns and expectations		
Student elicits background information e.g. work, social background.		
Student summarises information gathered so far and checks understanding		
Physical examination:		
Student examines patient (where relevant) and explains findings		
Explanation and planning:		
Student offers explanation to patient and provides correct amount and type of information and aids understanding and recall.		Any examples of chunking, checking or clarifying?
Student achieves shared understanding of problems taking into account the patient's illness framework		
Student formulates appropriate management plan with patient.		
Closing and housekeeping:		
Student closes the consultation at appropriate point Checks patient's happy with plan		
Arranges appropriate follow up		
Safety nets – Explicit: What, when, where, how?		
Building relationship: also please comment on the following		
<ul style="list-style-type: none"> • Non-verbal behaviour • Rapport - ? early empathic statement ? Did they respond to paraverbal cues eg rate and speed of speech, volume, tone, hesitation • Involves patient 		
Providing structure: also please comment on the following		
<ul style="list-style-type: none"> • Overall fluency of the consultation. • Student provides structure to consultation • Gives patient opportunity to ask questions • Responds appropriately • Summarises 		